

INFORMATION

AGENDA ITEM: CLSA System Reference

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program supports regional reference services in all 15 CLSA Cooperative Public Library Systems. Three major component services are required under the provisions of the Code of California Regulations Section 20154. These services components are:

- a) general improvement of local reference service;
- b) improvement of reference service to the underserved; and,
- c) interlibrary reference.

For the interlibrary reference component the State Board has established statewide uniform performance objectives in Code of California Regulations Section 20157(b), as follows:

- 1. Answers shall be provided for 90% of all questions referred from member libraries.
- 2. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure.

The setting of performance objectives is also required for the other two service components of the System Reference Program. However, these performance objectives are set individually by each System and are reported upon in their Annual Plans of Service.

A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, System Communication & Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for System Planning, Coordination & Evaluation (PC&E).

PROGRAM TRENDS: The Governor's proposed budget for 2001/02, as introduced, includes a \$28,000 augmentation to the CLSA System Reference Program budget as requested through a Budget Change Proposal submitted in accordance with the Board's action at its August 2000 meeting. The amount proposed is for the net increase in membership for newly formed independent library jurisdictions that have joined Cooperative Library Systems since July 1997.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of System Plans of Service (August).

Relevant Committee: CLSA Transition
Staff Liaison: Sandy Habbestad